360edge.

VAADA and RMIT

AOD Leadership Accelerator Program

PARTICIPANT SLIDE PACK

Dr Richard Cash

Head of Service Development

Richard is a Forensic Psychologist, with extensive experience in project management. He is our expert in trauma. Richard has worked in clinical service management, in research, policy and service development. Richard has authored clinical treatment guidelines, and developed policy resources across health, emergency services and military mental health sectors. Richard has developed innovative treatment resources in post-traumatic mental health, including digital mental health applications.

360edge.

training@360edge.com.au | 360edge.com.au | 1300 988 184

About 360Edge

We are a leading Australian health consultancy, specialising in the alcohol and other drug, mental health and allied sectors. We provide a full suite of advisory services to help health organisations accelerate change. We work with leading international organisations, governments and not for profit agencies across Australia and internationally.

Our vision is for a community that provides the best public health policy and practice responses. Our mission is to ensure governments and services have the tools they need to respond effectively and efficiently to people who use the health system.

We are driven to make a positive impact in the world and strongly believe in social justice and human rights, and it drives all of our work. We believe that everyone has the right to the opportunities and privileges that society has to offer. We strive to reduce harms and improve lives for everyone in society.

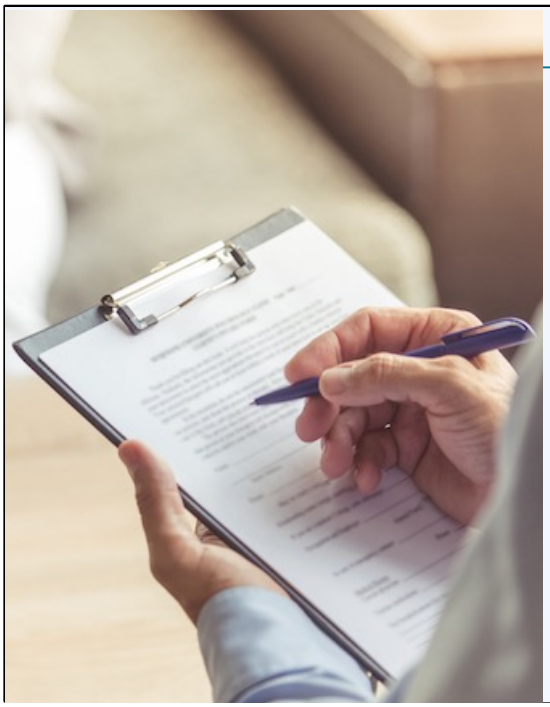
Our values of excellence, transparency and integrity are at the core of everything we do. We live these values within the team and with our clients and collaborators.

Our team of experienced ‘pracademics’ take a 360 approach to viewing situations from multiple perspectives. We collaboratively and holistically work with our clients at every stage, wherever they are in the cycle of change, to achieve their goals.

VAADA: AOD Leadership Accelerator Program

360edge.

VAADA: AOD Leadership Accelerator Program



01 How do we design effective programs?

02 How do models of care guide service delivery?

03 What are the key components of models of care?

04 How does evaluation contribute to program design?

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

Effective program design

VAADA: AOD Leadership Accelerator Program

Consider a program you work in

What is the intention of your program?

VAADA: AOD Leadership Accelerator Program

So, your program has an aim…

How does your program achieve this aim?

VAADA: AOD Leadership Accelerator Program

How do you know?

What elements or components of your program actually drive positive outcomes for service users?

How do you ***know*** these elements are responsible for driving positive changes?

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

What are some principles of effective program design?

360edge.

VAADA: AOD Leadership Accelerator Program

Program design principles

Our programs should address existing and projected community needs

Our programs should be based on best practice evidence

The design and review of programs should be collaborative and inclusive of people with lived and living experience

Programs should be designed to be evaluable

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

How are programs developed in the first place?

VAADA: AOD Leadership Accelerator Program

Why do programs need a model of care?

Think about your first day in the job. What did you read to understand the program?

Imagine everyone at your work won powerball, how would the program survive a complete staff turnover

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

Bottling your “secret sauce”

The model of care

360edge.

VAADA: AOD Leadership Accelerator Program

What is a model of care?

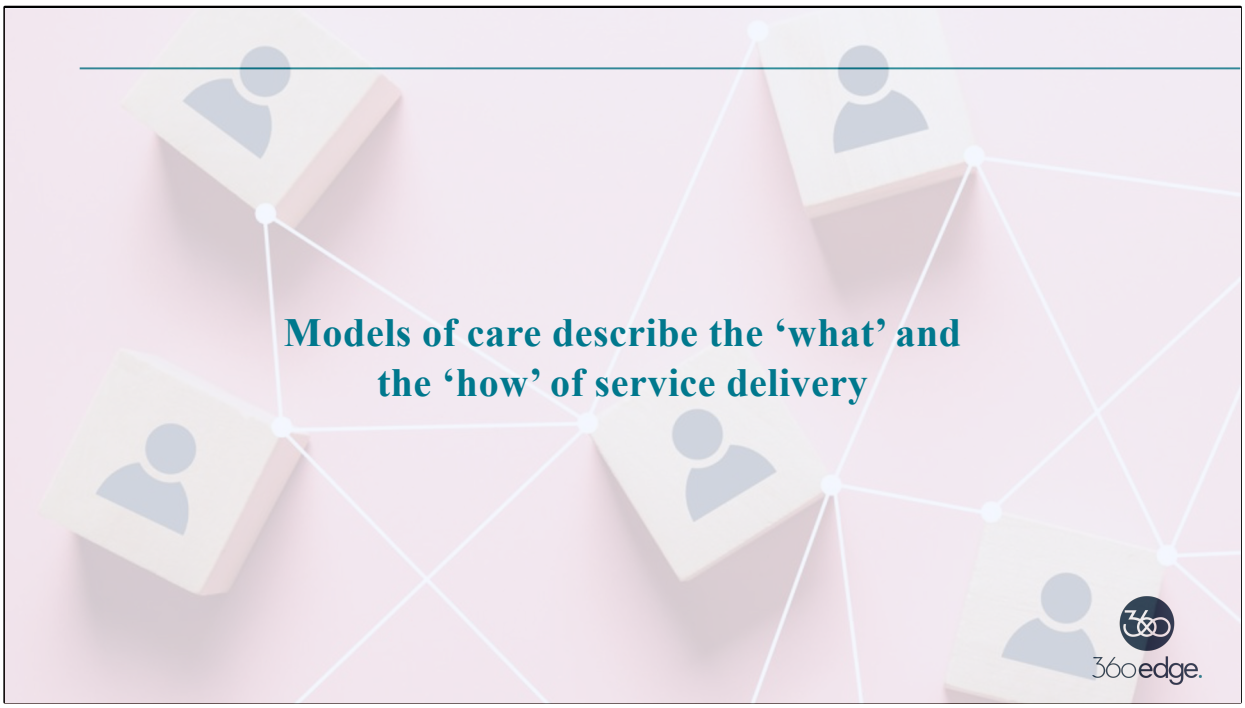
> *A model of care is defined as an overarching design for the provision of a particular type of healthcare service that is shaped by a theoretical basis, evidence based practice and defined standards.*
>
> *It consists of defined core elements and principles and has a framework for the structure of implementation and subsequent evaluation of care.*

Davidson 2006

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program



360edge.

VAADA: AOD Leadership Accelerator Program

Advantages

Practical guidance

Consistency

Accountability

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

When are models of care developed?

Brand new services

A new service requires a foundational text that describes who they service, how they operate and what outcomes they want to achieve

Services that want to improve outcomes or consistency

Services that are not delivering consistent positive outcomes for service users. This often happens after a review or evaluation

Services that have evolved or grown

Services who have evolved or grown over time, such that their existing program documentation is no longer reflective of day-to-day operations

Services that lack documentation

The service's operations are not written down and rely on staff to hold important organisational practices

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

How are models of care developed?

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

What are the ingredients in a model of care?

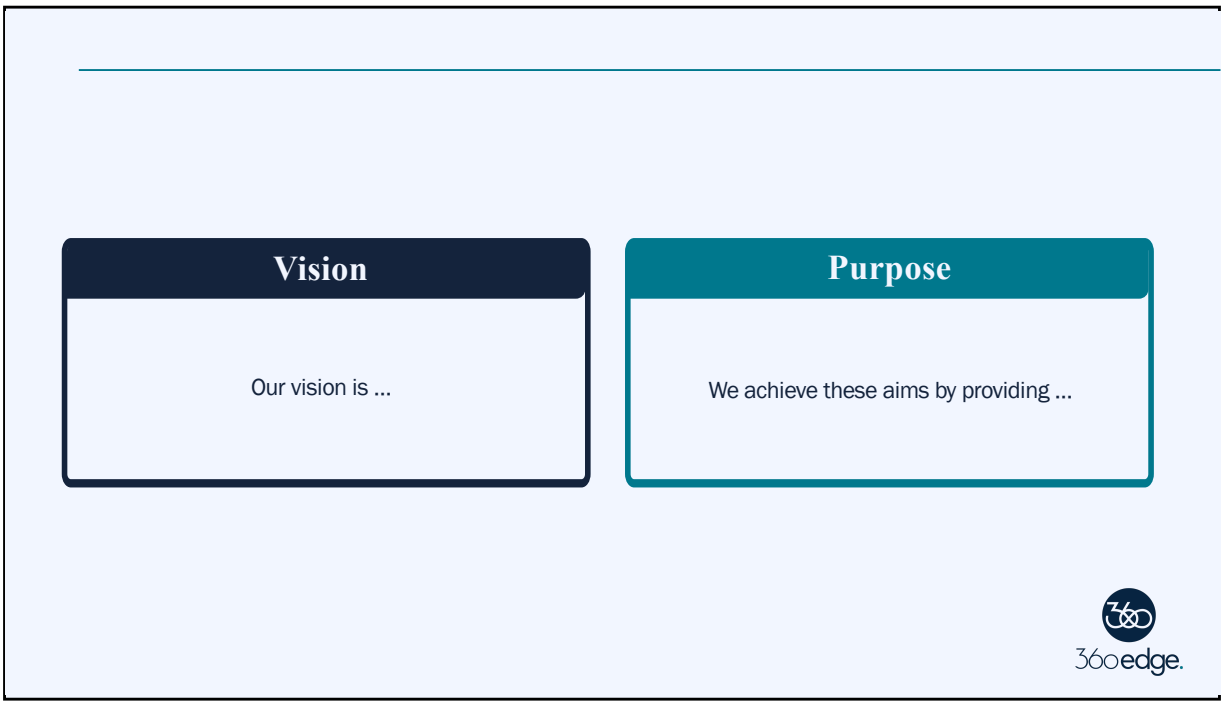
Play along at home

Model of care BINGO!

360edge

360edge.

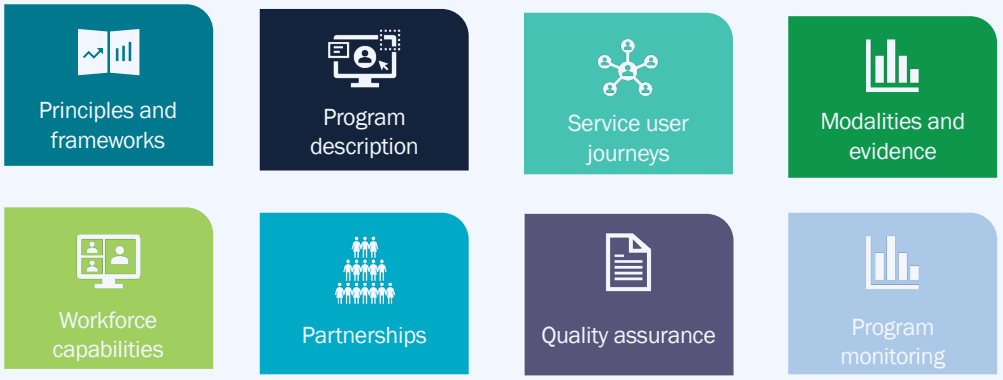
VAADA: AOD Leadership Accelerator Program



360edge.

VAADA: AOD Leadership Accelerator Program

Model of care bingo



360edge.

VAADA: AOD Leadership Accelerator Program

Underlying principles and frameworks

Accessible and flexible access	Non judgmental/ non stigmatising	Culturally safe and responsive	Trauma responsive	Strength based
Person centered	Holistic	Evidence based	Stepped care	Community/ family inclusive
Peer/lived experience inclusive	Assertive engagement	Relapse prevention / aftercare	Modified therapeutic community	Early intervention (education, awareness)

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

Practice principles should be defined

As an example:

We are a “no wrong door” service

This means we work to reduce barriers to people using the service. We work with service users to determine the most appropriate type and level of support. We either provide that support or actively assist people to access it elsewhere

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

Therapeutic modalities define the scope of practice

Peer support

Assertive engagement

Biopsychosocial assessment and treatment planning

Motivational interviewing

Brief interventions

Psychoeducation

Family sensitive practice

Harm reduction

Trauma informed practice

Cognitive behavioural therapy

Relapse prevention

Secondary consultation

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

Treatment modalities should have evidence of effectiveness

- 1:1 Therapies - good quality evidence
- Groups - good quality evidence
- Social prescribing - limited evidence
- Case management (as part of shared care) - good quality evidence

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

Mapping service user experiences

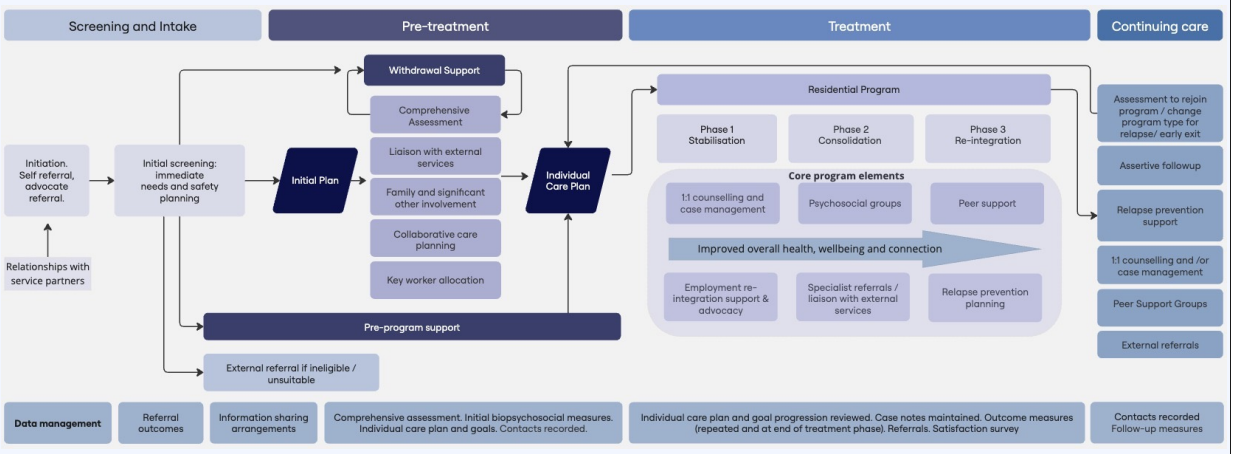
Draw your service user journey diagram

360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

Example service user journey



360edge.

VAADA: AOD Leadership Accelerator Program

Ok, we know what you do and how you do it…

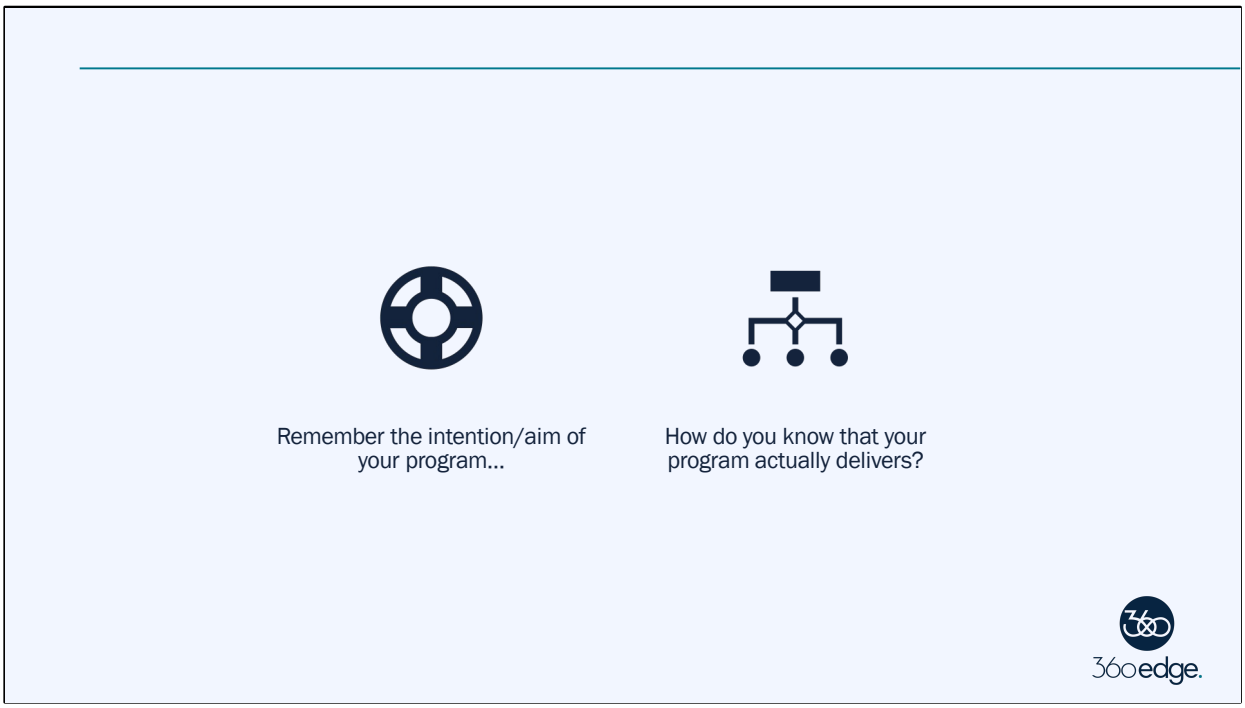
Why is it so important to monitor the outcomes of our work?

360edge.

VAADA: AOD Leadership Accelerator Program

360edge.

VAADA: AOD Leadership Accelerator Program



360edge.

VAADA: AOD Leadership Accelerator Program

Program monitoring

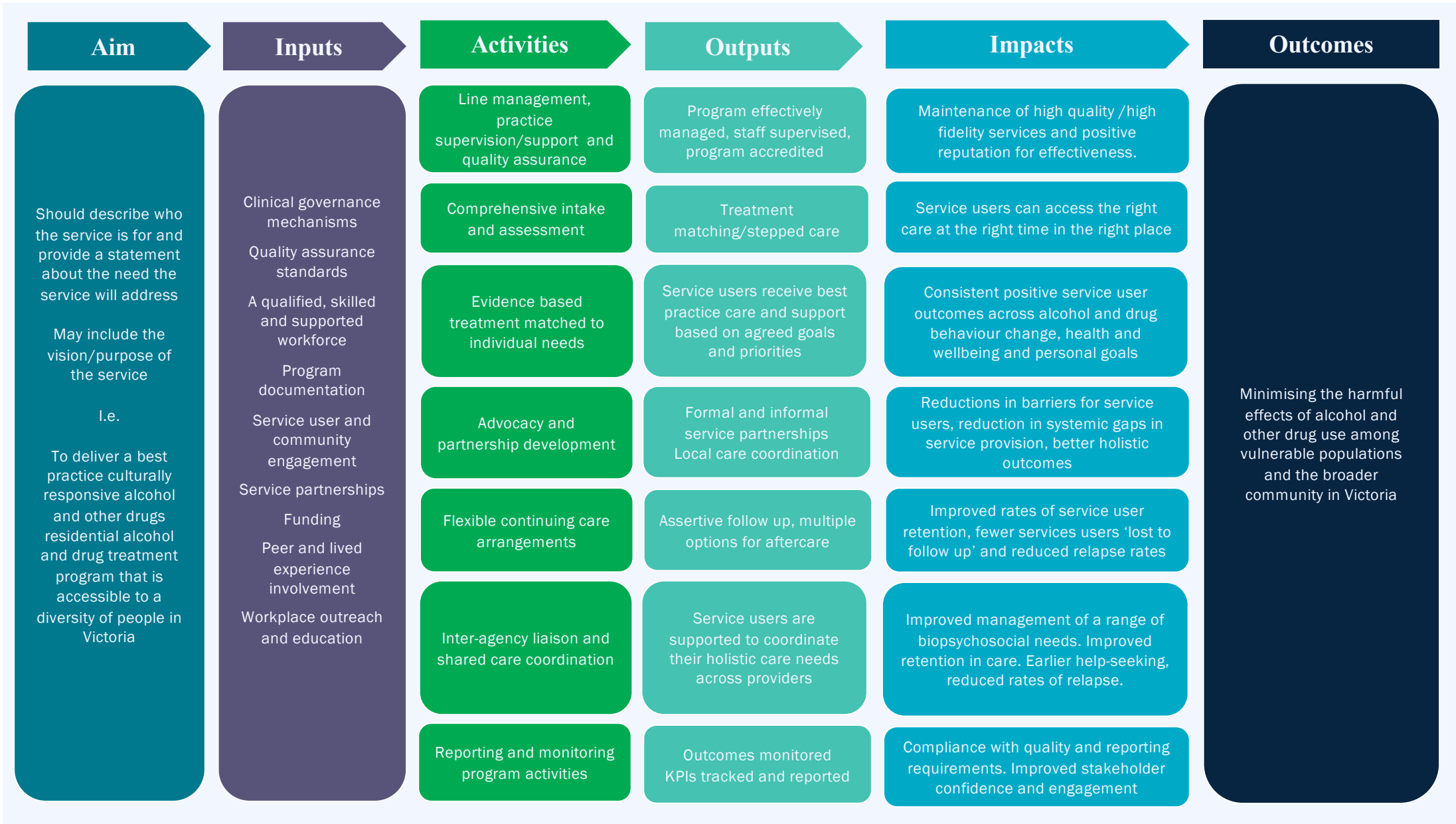
360edge.

360edge.

VAADA: AOD Leadership Accelerator Program

Seeing the big picture

Program logic models


Aim
Inputs
Activities
Outputs
Impacts
Outcomes
Should describe who the service is for and provide a statement about the need the service will address
May include the vision/purpose of the service
I.e.
To deliver a best practice culturally responsive alcohol and other drugs residential alcohol and drug treatment program that is accessible to a diversity of people in Victoria
Clinical governance mechanisms
Quality assurance standards
A qualified, skilled and supported workforce
Program documentation
Service user and community engagement
Service partnerships
Funding
Peer and lived experience involvement
Workplace outreach and education
Line management, practice supervision/support and quality assurance
Program effectively managed, staff supervised, program accredited
Maintenance of high quality /high fidelity services and positive reputation for effectiveness.
Comprehensive intake and assessment
Treatment matching/stepped care
Service users can access the right care at the right time in the right place
Evidence based treatment matched to individual needs
Service users receive best practice care and support based on agreed goals and priorities
Consistent positive service user outcomes across alcohol and drug behaviour change, health and wellbeing and personal goals
Advocacy and partnership development
Formal and informal service partnerships Local care coordination
Reductions in barriers for service users, reduction in systemic gaps in service provision, better holistic outcomes
Flexible continuing care arrangements
Assertive follow up, multiple options for aftercare
Improved rates of service user retention, fewer services users 'lost to follow up' and reduced relapse rates
Inter-agency liaison and shared care coordination
Service users are supported to coordinate their holistic care needs across providers
Improved management of a range of biopsychosocial needs. Improved retention in care. Earlier help-seeking, reduced rates of relapse.
Reporting and monitoring program activities
Outcomes monitored KPIs tracked and reported
Compliance with quality and reporting requirements. Improved stakeholder confidence and engagement
Minimising the harmful effects of alcohol and other drug use among vulnerable populations and the broader community in Victoria

VAADA: AOD Leadership Accelerator Program

As emerging leaders…

What would you prioritise for service development?

How can you represent the true value and worth of your program?

How can service development expertise boost your CV?

360edge.

360edge.

training@360edge.com.au | 1300 988 184 | 360edge.com.au